Customer Priority Surveillance System (CPSS)
Training Supplement

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DCMA
Defense Contract Management Agency

- **Supplement to Training**
  - *Clarify Policy*
    - **Schedule & Delivery Mgt is a DCMA Process - NOT I/S**
    - **Operations Teams use CPSS request for Risk Planning**
    - **Contract Admin Teams (CATs) will be established and maintained for all contracts/programs**
    - **CPSS requires use of Alerts (Phase I or Phase II)**
      - *All CPSS regardless of Program or ICP*
    - **CPSS require timely response Metric 1.1.7**
    - **CPSS require quality response (customer**

Responding to CPSS Requests

- **Customer Priority Surveillance System (CPSS)**
  - *Venue DCMA Contract Admin Team (CAT) supports Customer Requests*

    - Readiness   - Other

    - Acceleration   - Contract Closeout

    - Expedite   - ANYTHING

    - Status Request

09/14/16   3

Responding to CPSS Requests

Type: Other - Any Customer Need

- Administration not required

- CAT review request - Risk Planning - Develop strategy

- Answer request, provide insight, recommendations

  - Can a decision be made from response?

- Get credit for the support you/command

Customer Feedback *Says* …

IMPROVEMENT REQUIRED

Actual Examples, What not to say!

- "The contractor says it shipped."

  - "The contractor was paid, so they don't care."

  - "This is a contracts question, call the ACO, ph #."

  - "I can't get that information."

  - "We don't administer that contract"